



October 2015

Dealer Service Instructions for:

Safety Recall R32 / NHTSA 15V-431 Engine Beauty Cover

Models

2011-2015 (JC) Dodge Journey

2011-2015 (JF) Fiat Freemont

NOTE: This recall applies only to the above vehicles equipped with a 2.4L engine (sales code ED3 or ED7) built through May 26, 2015 (MDH through 052615).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The engine beauty cover on about 144,000 of the above vehicles may detach from the engine and come in contact with the catalytic converter. If the engine beauty cover remains in contact with the catalytic converter, underhood smoke and/or a fire may occur without warning.

Repair

The engine beauty cover must be modified and a mounting system must be installed.

Parts Information

<u>Part Number</u>	<u>Description</u>
CBTDR321AA	Mounting, Engine Beauty Cover

Each package contains the following components:

<u>Quantity</u>	<u>Description</u>
1	Bolt
1	Isolator, Rubber
1	Washer, Torque Limiter
1	Standoff
1	Template

<u>Part Number</u>	<u>Description</u>
04318031	Loctite® 243

Parts Return

No parts return required for this campaign.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Open the hood.
2. Grasp the engine beauty cover and pull upward (Figure 1).
3. Remove the engine beauty cover (Figure 1).
4. Place the engine beauty cover on the topside then remove and discard the existing right front rubber grommet from the grommet structure (Figure 2).

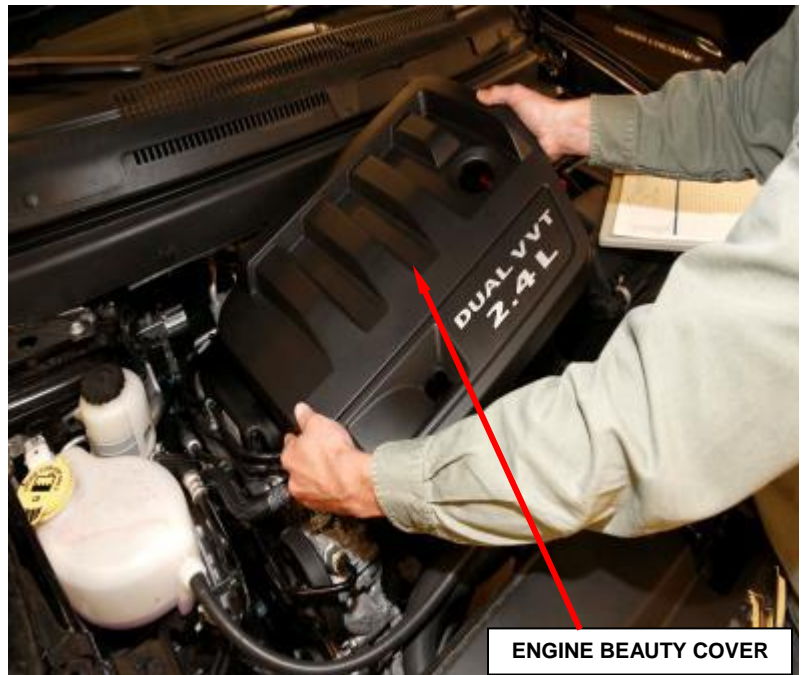


Figure 1 – Engine Beauty Cover

5. Pull back the engine beauty cover foam to access the right front grommet structure (Figure 2).

NOTE: To assist steps 6 through 11, tape the foam out of the way (Figure 2).

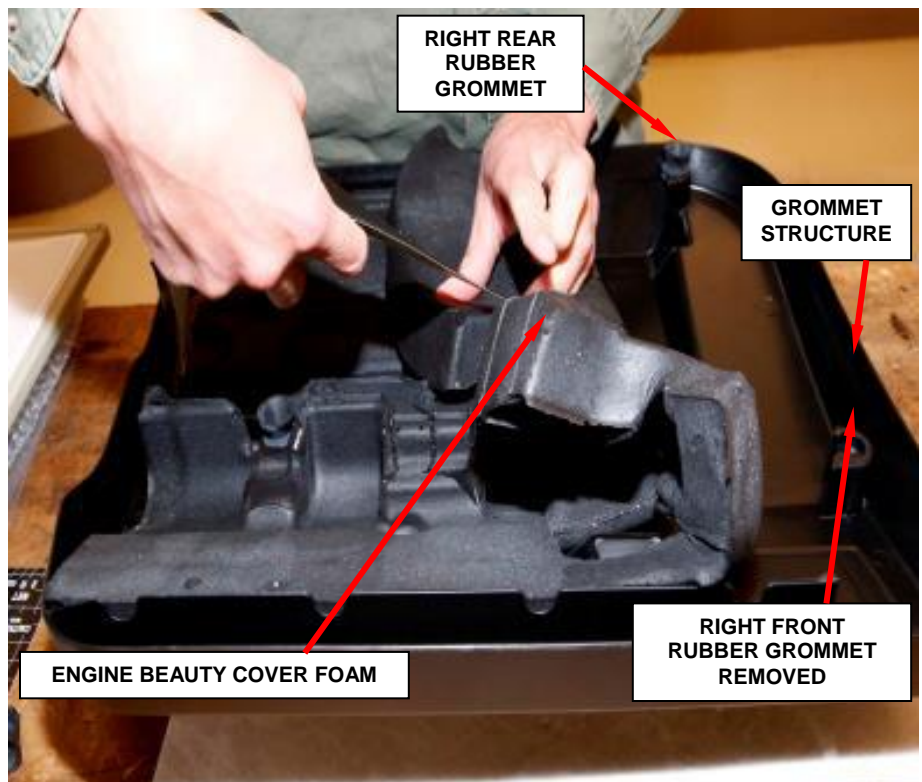


Figure 2 – Grommet Structure

Service Procedure Continued

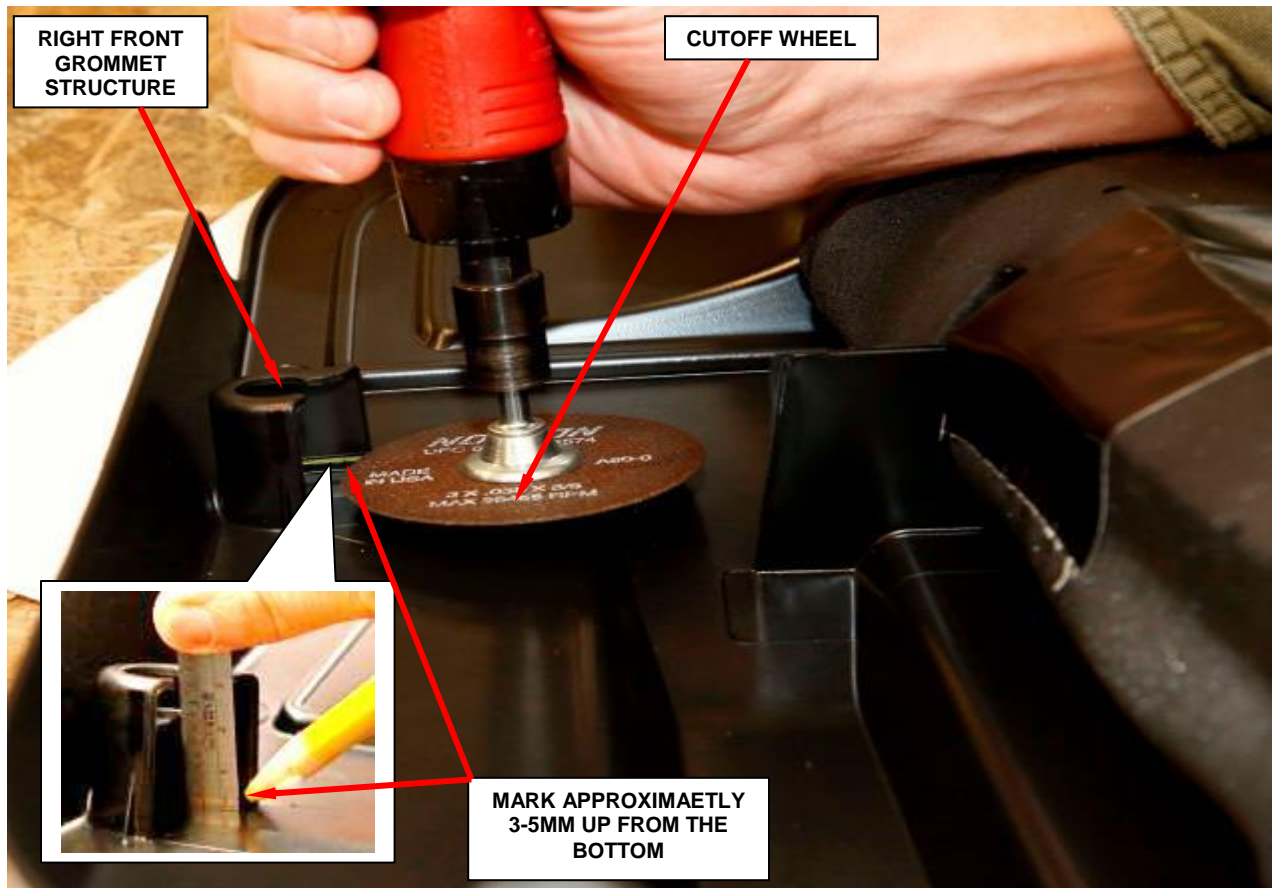
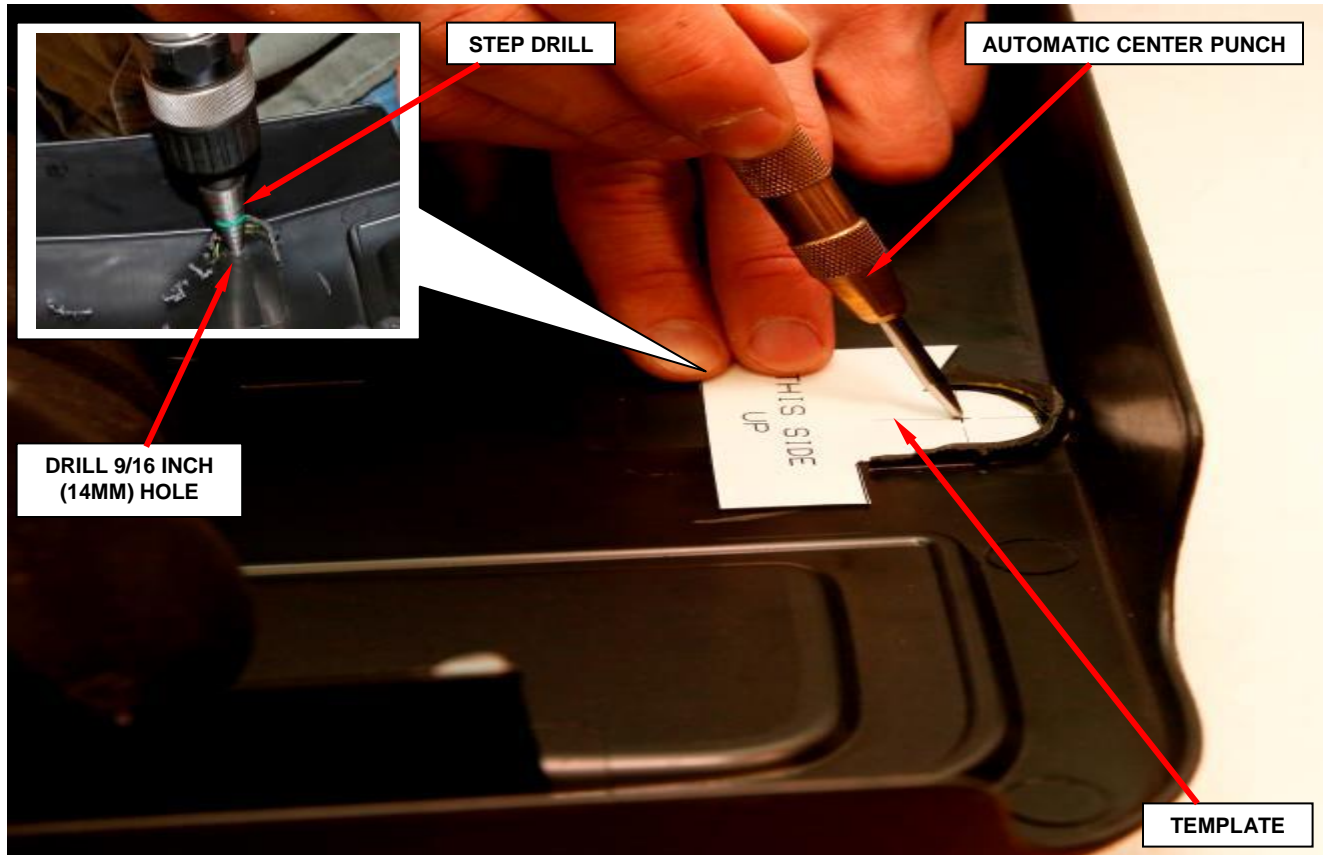


Figure 3 – Right Front Grommet Structure

6. Using a china marker, mark the right front grommet structure approximately 3-5mm up from the bottom of the engine beauty cover (Figure 3).
7. Using a cutoff wheel or equivalent, remove the right front grommet structure. Use the china mark as a guide (Figure 3).

Service Procedure Continued**Figure 4 – Hole Location Template**

8. Obtain and cut out the template provided with the kit.
9. Place the cut out template flat to the cut off right front grommet structure base on the underside of the engine cover and tape in place (Figure 4).
10. Using an automatic center punch, mark the center location for the hole using the template marking on the underside of the engine beauty cover (Figure 4).
11. Remove the template and drill a 9/16 inch (14 mm) hole in the engine beauty cover using a step drill or equivalent (Figure 4).

NOTE: Be sure to remove excessive burrs from the hole after drilling.

Service Procedure Continued

12. Remove and discard the tape from the foam and position the foam to the engine beauty cover.
13. Install the rubber isolator provided with the kit into the newly drilled 9/16 inch (14 mm) hole in the engine beauty cover (Figure 5).
14. Install the torque limiter washer provided with the kit into the rubber isolator from the underside of the engine cover (Figure 5).

CAUTION: Be sure the torque limiter washer is installed from the underside of the engine beauty cover with the large side of the washer facing down as shown in Figure 5.

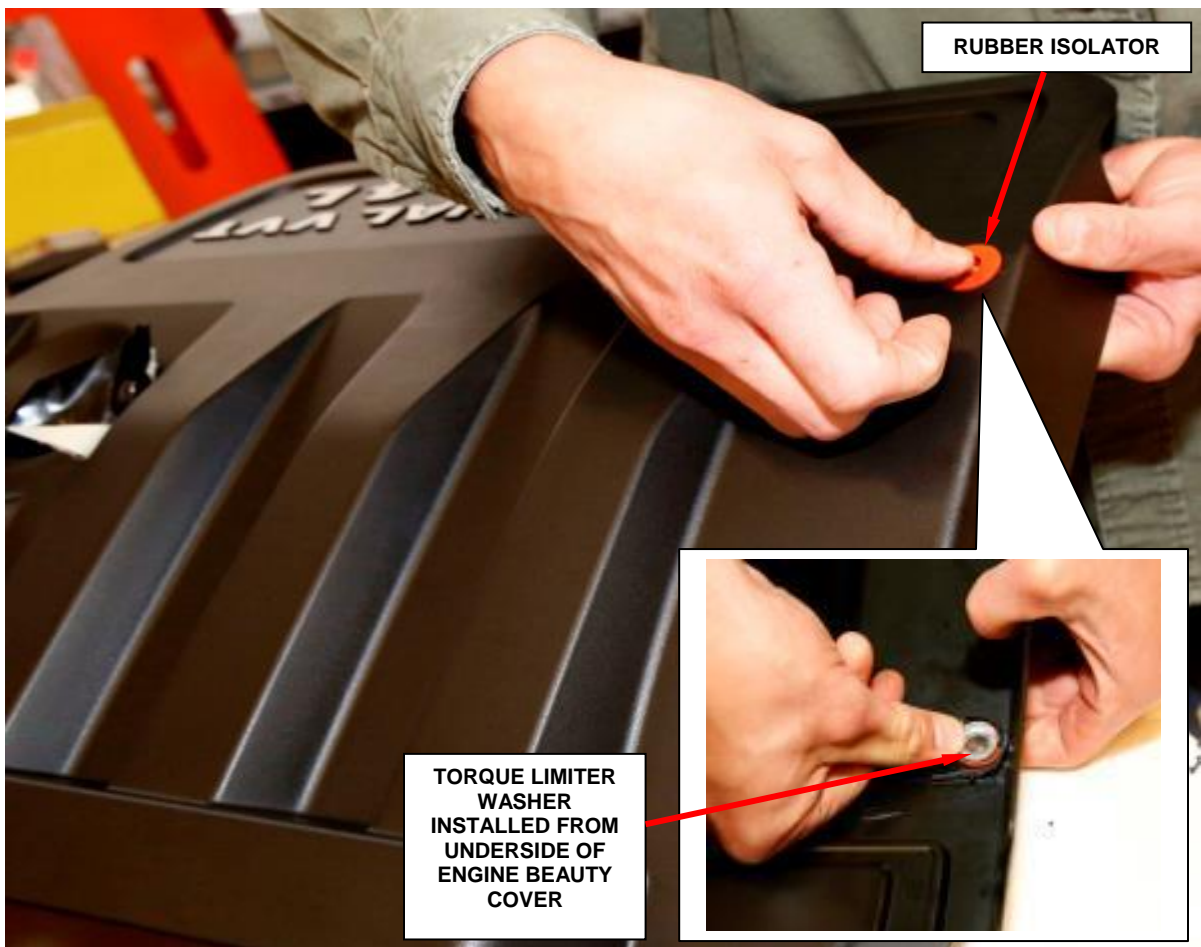


Figure 5 - Rubber Isolator

Service Procedure Continued

15. Remove and discard the right front ball stud (Figure 6).
16. In the same location where the right front ball stud was removed, install the new standoff provided in the kit to the stud using Loctite® 243 and tighten to 62 in. lbs. (7 N·m) (Figure 7).

CAUTION: The standoff must be installed by hand and tighten using a hand tool. Avoid using an air tool.

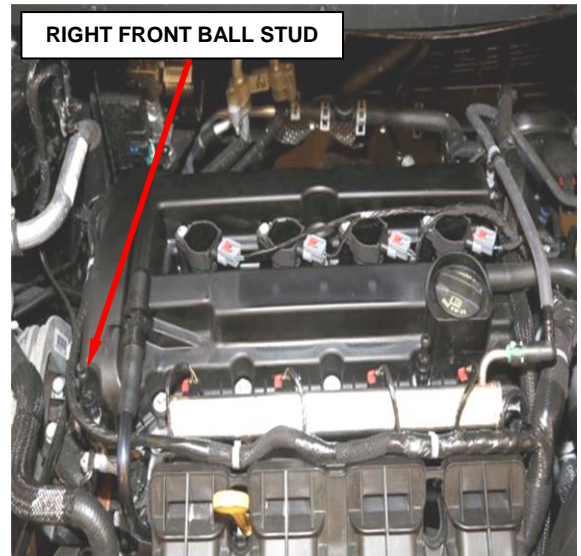
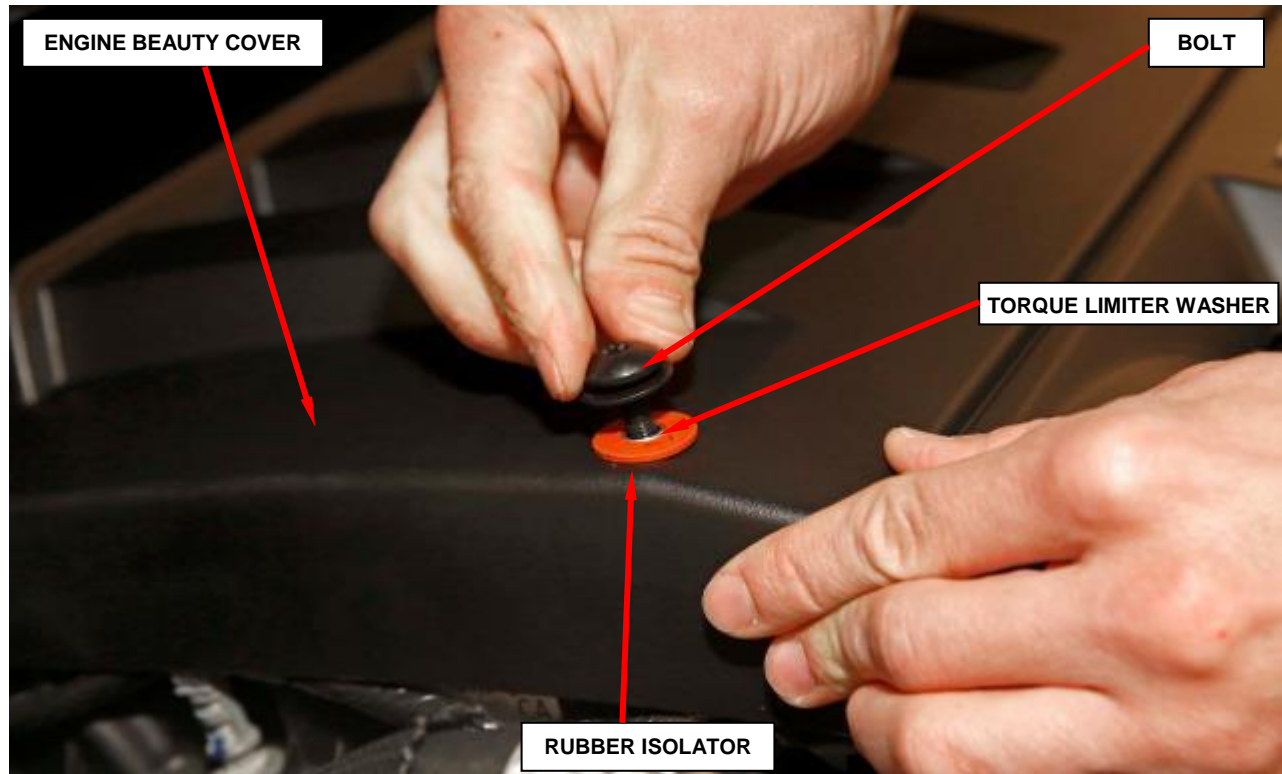


Figure 6 – Right Front Ball Stud



Figure 7 – Stand off

Service Procedure Continued**Figure 8 – Engine Beauty Cover Bolt**

18. Place the engine beauty cover on the engine and position the three grommets over the three ball studs.
19. Obtain the new bolt provided in the kit and hand start the new bolt through the torque limiter washer and the rubber isolator to the standoff (Figure 8).
20. Apply pressure until the three ball studs engage in all three grommets.
NOTE: Lightly lift up on the corners of the engine cover to check if the ball studs are fully engaged. If grommets are not engaged, continue to apply pressure until grommets are fully engaged.
21. Tighten the bolt to 44 in. lbs. (5 N·m).
22. Close the hood and return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Remove and Rework Engine Beauty Cover and Install Engine Beauty Cover Mounting System	09-R3-21-82	0.2 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

IMPORTANT SAFETY RECALL

R32 / NHTSA 15V-431

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear: (Name)

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain **2011 through 2015 model year Dodge Journey vehicles**.

The problem is... **The engine beauty cover on your vehicle may detach from the engine and come in contact with the catalytic converter. If the engine beauty cover remains in contact with the catalytic converter, underhood smoke and/or a fire may occur without warning.**

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will modify the engine beauty cover and a mounting system must be installed. The repair will take about ½ hour to complete. However, additional time may also be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **recalls.mopar.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to **recalls.mopar.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement**. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to **safercar.gov**.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.